

ABSTRACT

An audio file is linked to a record in a database. The record is accessed and the audio file related to the record is obtained. Once the audio file is obtained, it is recorded on a recording media. The audio file is then linked to the record. In one embodiment of the invention, linking the audio file to the record is accomplished by storing a pointer to the location of the audio file on the recording media in a field of the record. In another embodiment of the invention, the audio file is digitized and the digitized audio file is stored in a memory. The digitized audio file is stored in one of two ways: either in a field of the record, or separately from the record. In the latter case, a pointer to the audio file is stored in a field of the record. Linking the audio file to its related record allows quick and easy access to the audio file from the record. This is particularly useful for client databases since the linking allows quick and easy access to conversations with a client about the client's accounts and/or transactions.